

CBR NETWORK

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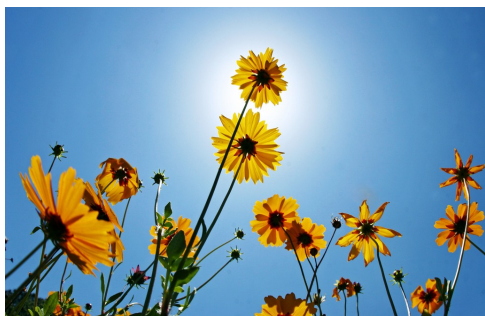
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Cleo's Corner



We are trying to provide education to our clients in every way we can think of. Most likely you are already receiving an email each day that covers a different report from PRIVplus. Often we find that there is a sort or selection that you could be making, that you were just unaware of. Therefore, keep looking for emails covering reports. If you print each one out as you receive them, you could create your own report book with samples of each report. What might be even better is to take the example and print it out of your own system and attach to the information we send you. That way you have the report, with our notes regarding the report, as well as an example of how the report looks displaying your data.

We are also working on an update for PRIVplus so if you have any ideas, now is the time to share them. We always look forward to any ideas you have.

We would also like to take this opportunity to thank those of you who refer clients to us. As you know, CBR does not have a sales staff. Having a sales force, just makes the software more expensive and we have always tried to keep it affordable to all facilities—especially smaller facilities who have as much need (and maybe more due to the number of hats each person has to wear) but just do not have the same budgets as larger facilities. Therefore, our 750 clients pretty much came from word of mouth. And, we just wanted you to know that we really appreciate it.

CBR will be closed April 22nd, 25th, and May 30th.

We hope all of you have a wonderful Spring!

PRIVplus



Changing Physician Numbers

If your PRIVplus programs manages the physicians for either QUALCAREplus and/or RISKplus, please remember to notify the user of QUALCAREplus and/or RISKplus whenever you change a physician #. In PRIVplus, click on Utilities, Change Practitioner # and you will see a message in bold RED: **WARNING: If you export to QUALCAREplus or RISKplus for Windows, the number must be changed in those programs also.**

If the physician # is NOT changed in the QUALCAREplus or RISKplus program, the physician is imported again with a new # and the physician has 2 records:

98304958 Rabbit, Roger
12345 Rabbit, Roger
•Please send an email to the QUALCAREplus and/or RISKplus user to inform them of physician # changes as you make them.

Training Videos

As many of you know, we have been

creating training videos. If you need the link, please email us. Some facilities are unable to view (due to security), but many of you have responded that you are really learning some things that you either didn't know, or perhaps have forgotten. If you have ideas for videos you would like us to create (although we have a number on the list that we just haven't got to yet) please let us know. Also, we invite you to go to our website (listed above) as there is a link on our webpage where you may view some of the new features coming with the next update.

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QUALCAREplus



Changing Physician Numbers

If your program's list of physicians (Manage Data, Physician Data, Physician Details) is managed by the PRIVplus program, you will need to be notified by the PRIVplus user whenever they make changes to a physician's # so that you can change the physician's # in your program as well BEFORE doing the next import. You will click on Utilities / Change Staff # / Change Physician # / Select the Physician / enter new Physician # / OK. When the physician #'s match PRIVplus will update the information you have in QUALCAREplus on the physician. If they do NOT match, the physician will be imported again but with a different #. Contact KathyM@cbrassoc.com for help in this process, setting up the import or cleaning up duplicate physician names (but different #s).

Criteria Questions

Criteria Questions are questions that can be asked about any particular occurrence screen to help clarify information. Take "Surgical Wound Infection" as example you could ask the following questions:

Clean
Clean Contaminated
Contaminated
Immuno-compromised patient
ASA I
ASA II etc

Each of these questions can be answered using (Y)es, (N)o, E(x)ception, N/(A), and (U)nknown.

Each question has a BEGIN COLLECTING date that determines when you will start asking the question. Occurrences happening PRIOR to the BEGIN COLLECTING date will NOT be asked the question.

There are 3 statistical reports for the criteria questions: OC01—Summary of Criteria by Screen OC03—Summary of Criteria By Physician, Screen and OC04—Summary of Criteria by Criteria, Physician. Contact KathyM@cbrassoc.com for handouts on using Criteria Questions.

Denominator Data Import

For those hospitals importing denominator data (# discharges, # deliveries, etc.) into QUALCAREplus, use the QA Denominator Query to find any records that were imported on physicians that are NOT in your system. The import brings in all the records in the denom.txt file so you need to audit the data imported. Output, QA Denominator Query, choose the fields: Physician No, Physician Name, Denominator Code, YYYYMM and Value. Put a condition on the query for the YYYYMM equal to the time frame you have imported ie, 201101. Then put another condition so that the Physician Name IS NULL (which means the field is empty). SAVE QRY and name as Audit of Denominator Data. Run. Any physician record imported where the Physician # is NOT in QUALCAREplus will appear on the report. Investigate who the # belongs to. Contact KathyM@cbrassoc.com for help with the query and for help in fixing physicians # & denominator records.

RISKplus/RISKweb/ & new: RISKplus/W (web version)

Changing Physician Numbers If your program's list of physicians (Manage Data, Physician Data, Physician Details) is managed by the PRIVplus program, you will need to be notified by the PRIVplus user whenever they make changes to a physician's # so that you can change the physician's # in your program as well BEFORE doing the next import of phys.mdb You will click on Utilities / Change Staff # / Change Physician # / Select the Physician / enter new Physician # / OK. See more info under QUALCAREplus section at top.

Date Incident was Closed A client wanted to know what report would show when incidents were closed. This client uses RISKweb so when an incident is approved from RISKweb the data is copied into RISKplus. The date of the "approval" is stored at the Incident Outcome TAB in the 'As Of' date field under the Incident Status which is populated with 'Case Closed'. An Action Taken record = Case Closed is also added with the same approval date. To see the date the incident was closed (action taken = closed) simply run the IP08 Detail Listing of Incidents Reports. Enter a default date range (at the bottom of the reports menu). Click on the SELECTION button and check the option in the middle called 'Print Actions Taken' then find the Case Closed Action in the Action Taken list box in the lower right. SAVE. RUN. Only incidents where the Action Taken record = Case Closed will print on the report and under each incident item is the action taken = Case Closed with the Date the action was taken. To see all actions on incidents, make sure to check the 'Print Action Taken' option under the Selection Button but do NOT select a specific Action Taken from the list box.

Criteria Questions Criteria Questions are questions that can be asked about any particular incident. For example, find out specific information about your complaints being reported by using criteria questions. If the incident is "Complaint—Food" you can ask these kind of questions:

Cold food when should have been hot?
Warm food when should have been cold?
Wrong diet

Each of these questions can be answered using (Y)es, (N)o, E(x)ception, N/(A), and (U)nknown. Each question has a BEGIN COLLECTING date that determine when you will start asking the question. There is one statistical report the summarizes the responses CR01—Summary of Criteria Results. Email KathyM@cbrassoc.com for info on criteria questions.

RISKplus/W (new web version)

Six facilities now use the newest web version called RISKplus/W (this replaces the old RISKweb tool). RISKplus/W allows staff throughout the facility to report the incident via web pages with automatic email notification to the Risk Manager, Dept Manager, Supervisors, etc. You set up access rules for the different managers and they will be able to follow up and report on their own incidents. There is NO CHARGE to receive the new web version as long as the specifications are met.. There is a waiting list with 40 facility names on it now. If you are interested, contact KathyM@cbrassoc.com for more information and to be added to the list!

Technical Tips



New PRIVview Update Coming Soon

A new update to PRIVview will be available soon that will allow your IT staff to place a link on your facilities external web site which will allow other facilities to generate their own verification letters. The self-verification letter is fully customizable and the process will create a verification record for the physician in PRIVplus.

There are also links available to allow persons inside or outside your organization to view a directory of your physicians. You can use a hospital membership to determine which physicians will show up on the directories.

Both of these features have read-only access to your PRIVplus data and require PRIVview to be installed at your facility.

To checkout these new features, checkout our demo page using the link below.

http://www.cbrassociates.com/cbr_demo.htm

Announcements



Congratulations:

To Barb Dumont (RISKplus at St. John's Lutheran Hospital) on passing the October 4, 2010 exam to be come a CPHRM—Certified Professional in Healthcare Risk Management!

Announcements & Suggestions

We would love to hear your announcements and suggestions for our next newsletter! Please use the space below to send us your news.

Announcements:

Suggestions:
